

ASSEMBLY BILL

No. 1017

Introduced by Assembly Member Gomez

February 22, 2013

An act to amend Section 11022 of the Government Code, relating to state agencies.

LEGISLATIVE COUNSEL'S DIGEST

AB 1017, as introduced, Gomez. Incoming telephone calls: messages.

Existing law requires each state agency to establish a procedure pursuant to which incoming telephone calls on any public line are answered within 10 rings during regular business hours, except as specified. For purposes of this provision, "state agency" includes every state office, officer, department, division, bureau, board, and commission.

This bill would require, in addition, that the procedure established by the state agency enable a caller to leave a message, as specified, and that the message be returned within 3 business days, or 72 hours, whichever is earlier.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

- 1 SECTION 1. Section 11022 of the Government Code is
- 2 amended to read:
- 3 11022. Each state agency shall establish a procedure pursuant
- 4 to which incoming telephone calls on any public line shall be
- 5 answered within 10 rings during regular business hours as set forth

1 in Section 11020, except where emergency or illness require
2 adjustments to normal staffing levels. This requirement shall be
3 met in every office where staff is available, unless compliance
4 would require overtime or compensating time off. *This procedure*
5 *also shall enable a caller to leave a message, either*
6 *person-to-person, or via voice mail or other method of 24-hour*
7 *telecommunications. Each call shall be returned within three*
8 *business days or 72 hours after the message is left, whichever is*
9 *earlier.*

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